

ALTRONIC

TECHNICAL SUPPORT PROGRAM AND RATES

EFFECTIVE: FEBRUARY 17, 2025

This policy applies to technical support services provided by Altronic, LLC.

SERVICE OFFERINGS

Two classifications of field service are available:

- Field Technician for normal startup supervision and hardware problem resolution
- Factory Engineer for field programming, troubleshooting, scripting support, etc.

SCHEDULE OF RATES – FIELD SUPPORT

The following rates apply to any portion of a workday (defined as ten hours, Monday through Friday), for each day the engineer is away from the plant or office, inclusive of work on-site, traveling, or waiting for job-site readiness. Currency is in U.S. dollars (USD). The availability of personnel is subject to review based upon existing commitments and other appropriate considerations.

UNITED STATES/CANADA

	FIELD TECHNICIAN	FACTORY ENGINEER
Day Rate	\$1,600.00/day	\$2,400.00/day
Overtime	\$240.00/hour	\$360.00/hour
Holidays	\$320.00/hour	\$480.00/hour
Vehicle Mileage	\$1.00/mile	\$1.00/mile
Expenses	Cost +10%	Cost +10%

INTERNATIONAL

	FIELD TECHNICIAN	FACTORY ENGINEER
Day Rate	\$2,200.00/day	\$2,800.00/day
Overtime	\$330.00/hour	\$420.00/hour
Holidays	\$440.00/hour	\$560.00/hour
Vehicle Mileage	\$1.00/mile	\$1.00/mile
Expenses	Cost +10%	Cost +10%

DEFINITIONS

Day Rate	Up to ten (10) hours/day, Monday through Friday
Overtime	Work in excess of ten (10) hours, weekends
Holidays	Any work performed during US legal holidays

ALTRONIC

SCHEDULE OF RATES – DEDICATED REMOTE/VIRTUAL SUPPORT

Dedicated remote technical support for system commissioning and major troubleshooting efforts. These services are available in scheduled increments, subject to the availability of support personnel, an advance notice requirement, and a written purchase order. Services include support via telephone, email, and/or remote access.

Scheduled times are available from Monday through Friday (US holidays excluded), from the hours of 8:00 AM EST to 6:00 PM EST.

Tiers of Support (Remote):

- Free - Application & Support Engineer
 - General inquiries and troubleshooting assistance.
 - Does not include scripting support.
- Paid (Standard Rate) - \$120 USD/hour - Altronic Factory Engineer
 - Requires five (5) business days advance notice.
 - Supports scripting that requires Panel Engineering due to customer/end-user changes to Approved DWGs or SOO.
 - Minimum charge of two (2) hours per session.
- Paid (Premium Rate) - \$180 USD/hour - Altronic Factory Engineer
 - Applies to requests with less than five (5) business days advance notice.
 - Supports scripting that requires Panel Engineering due to customer/end-user changes to Approved DWGs or SOO.
 - Minimum charge of two (2) hours per session.

Blackout Dates

Remote support services are not available on the following company-designated holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Altronic Christmas Shutdown (Christmas Eve thru January 2nd)

A current holiday schedule is available upon request. All requests are subject to scheduling availability.

ALTRONIC

CUSTOM CONTROL PANEL DELIVERABLE AND TECHNICAL SUPPORT

All Altronic control panels are engineered, fabricated, and tested to the specification provided in the quote and subject to the signed approval drawings and a customer-approved sequence of operation (SOO). Reasonable telephone and email technical support will be provided without charge during the control panel commissioning phase.

System Approval Process & Standard Delivery Terms:

- Approval Drawings will be sent within two (2) to three (3) weeks of receiving a Purchase Order (PO).
- Drawings must be approved before Altronic will order any material.
- Once drawings are approved, a Sequence of Operations (SOO) will be generated and sent for approval within one (1) week of Approved Drawings.
- The SOO must be approved at least fourteen (14) calendar days before the scheduled shipment date to allow adequate time for system programming.
- If the SOO is not approved by the fourteen (14)-day deadline, the customer explicitly waives their right to review and approve the SOO. Altronic will proceed with programming based on the latest provided version and will consider the SOO final and approved.
- Any post-shipment modifications or deviations due to lack of timely approval will be subject to additional fees and lead times.

All revisions and technical support requirements necessary to accommodate any expansion, revision, or integration of the control panel beyond that specifically described in the signed approval drawing and SOO are subject to quotation and approval by Altronic.

Note: If signed approval drawings and/or a Sequence of Operations (SOO) are not available at the time of shipment, all technical support requirements will be subject to quotation and approval by Altronic.

EXPENSES

Costs for all transportation (air, ground, and sea), lodging, meals, communication, and incidental expenses (materials required on-site, transportation of materials, required personal safety equipment, visas, or other items that would not otherwise be required if the work was performed in our facilities), will be billed to the customer at cost plus a 10%. If personal or company vehicles are used for transportation, a charge per mile will apply (per schedule of rates above).

ALTRONIC

PURCHASE ORDER

A written purchase order for services will be accepted from recognized commercial accounts with established credit and is required prior to dispatch of technical personnel from a factory location. Payment in advance may be required for non-established accounts. A preliminary quotation for service can be provided if required projecting travel costs, as well as those associated with the on-site services and per diem expenses. No logistics/travel arrangements or purchases will be made prior to the receipt of a written purchase order.

TRIP DELAY/CANCELLATION POLICY

Should a trip be delayed or cancelled by the customer within 48 hours of scheduled departure and not rescheduled for departure within seven (7) days, Altronic reserves the right to invoice a trip cancellation fee of \$1,000.00 and to assess the costs associated with any non-refundable purchases-including airline tickets, hotel room reservations, etc. If cancellation occurs while an engineer is enroute to the location the customer will be billed for time and travel expenses.

Once formally committed to the support of a project (upon acceptance of a purchase order), Altronic will make its best effort to assure unrestricted availability of its field technical personnel in line with the required service dates. It is understood, however, that non-Altronic issues at the jobsite that delay their deployment could produce circumstances that might require the reassignment of those Altronic personnel to an alternate project or location. Should a customer wish to guarantee a defined period of unrestricted availability of technical personnel for a specific project, a purchase order will be required for 40% of the appropriate day rate charges for each day "on call". Such a guarantee would preclude Altronic from reassigning the appropriate technical personnel to any other projects during the guarantee period, not to exceed ten (10) days.

Example: An Altronic field engineer is scheduled to travel to an international jobsite on Day 1. Unrelated issues at the jobsite delay the need for the startup engineer to depart for the project until Day 6. If a purchase order guaranteeing the availability of the engineer had been previously placed, the customer would be responsible for five (5) days of "on call" charges (40% of the normal international day rate) PLUS the standard day rates and expenses for all days travelling to and from the location and while on site.

ALTRONIC

HAZARDOUS LOCATIONS/WORKING ENVIRONMENTS

Altronic specifically reserves the right (at its sole and exclusive discretion) to withhold or withdraw personnel from work on projects in politically/socially unstable areas, or under any other conditions that might otherwise be threatening to the health and/or safety of those personnel. This right is reserved for any time before, during, or after the acceptance of a purchase order – inclusive of that period time when Altronic personnel are on site.

DELIVERY

The service performed during the trip by Altronic representative must be verified by customer authorities on the jobsite within the duration of the trip to ensure it fulfills requirement. Once the representative has left jobsite, any request for further modification will require another purchase order to re-schedule a new trip.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Altronic personnel will provide their own standard personal protective equipment (PPE), including hard hat, steel-toed shoes/boots, fire-retardant clothing (FRC), and safety glasses. All other requirements specific to the location or customer will be provided by the customer and/or are billable to the customer by Altronic.

TERMS OUTLINED ABOVE ARE SUBJECT TO CHANGE WITHOUT NOTICE